# GOVERNMENT OF INDIA
# CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
# LOK SABHA

STARRED QUESTION NO:529
ANSWERED ON:11.04.2017
Complaints Regarding PDS
Tanwar Shri Kanwar Singh

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:**

(a) whether complaints have been received regarding irregularities/diversion/corruption in the Public Distribution System (PDS) and if so, the details thereof and the action taken thereon during each of the last three years and the current year, State-wise;
(b) whether the Government has conducted any review/assessment of PDS in the recent past and if so, the details and the outcome thereof along with the action taken thereon;
(c) whether the Government has taken or proposes to take any fresh steps for strengthening and streamlining of PDS and if so, the details thereof; and
(d) whether the Government has put in place any mechanism for disposal of complaints regarding corruption in PDS and if so, the details thereof?

## Answer

MINISTER OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
(SHRI RAMVILAS PASWAN)
(a)to (d): A statement is laid on the Table of the House
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF THE STARRED QUESTION NO. *529 DUE FOR ANSWER ON 11.04.2017 IN THE LOK SABHA
(a): There have been complaints about irregularities in the functioning of the Targeted Public Distribution System (TPDS) including leakage/diversion of foodgrains, foodgrains not reaching the intended beneficiaries, issuance of ration cards to ineligible persons, etc. in some States/regions in the country. TPDS is operated under the joint responsibility of the Central and the State/Union Territory (UT) Governments wherein the operational responsibilities for implementation of TPDS within the State/UT rest with the State/UT Governments concerned. Therefore, as and when complaints are received by the Government from individuals and organizations as well as through press reports, these are referred to the State/UT Governments concerned, if required, for inquiry and appropriate action. A State/UT-wise statement indicating number of such complaints received during the last three years and current year is at Annexure-I. Statement showing action taken by the State/UT Governments under relevant clauses of the PDS/TPDS (Control) Orders from January 2014 to December, 2016 is at Annex − II.
(b): This Department has been getting the functioning of Targeted Public Distribution System (TPDS) evaluated by different agencies from time to time. Recently, an evaluation study on functioning of TPDS in selected States i.e. Assam, Bihar, Chhattisgarh, Karnataka, Uttar Pradesh and West Bengal has been got conducted through National Council of Applied Economic Research (NCAER) during 2014-15. The study evaluated the TPDS System at the beneficiary level and at System level. The evaluation study inter-alia mentioned following:-
I. The awareness about entitlement, timings of opening of FPS etc. was low in Assam, Uttar Pradesh and West Bengal.
II. The average distance of the ration shop from beneficiaries homes in most cases was less than one km in all States under study except Chhattisgarh, where the average distance is 1-3 km.
III. The respondents indicated that the foodgrains available in the PDS was somewhat inferior to that available in the open market.
IV. The beneficiaries vaguely knew about their right to complaint but did not know to whom to complaint to.
V. The report also expressed concern over inclusion/exclusion errors.
The reports received had been sent to the States concerned for taking necessary remedial measures to remove the deficiencies noticed in the functioning of TPDS.
...2/-
...2...
(c) : In a continuous endeavour to strengthen and streamline TPDS, the Government has initiated implementation of 'End-to-end Computerisation of TPDS Operations' during the 12th Five Year Plan (2012-17) on cost sharing basis with the States/UTs to ensure transparency and check leakages in the TPDS system. The Scheme comprises of activities namely, digitization of ration cards/beneficiary and other databases, computerisation of supply-chain management, setting up of transparency portals and grievance redressal mechanisms and installation of e PoS devices at Fair Price Shops (FPSs) and issuance of foodgrains through biometric authentication.
(d) : National Food Security Act (NFSA) provides for two tier Grievance Redressal Mechanism in each State/UT including District Grievance Redressal Officer and State Food Commission. In addition, a system of toll-free helpline numbers has also been put in place by State/UT Governments for suggestions/complaints regarding TPDS. Further, NFSA also provides for State Govt. to set up Vigilance Committees at State, District, Block and FPS level for ensuring transparency and proper functioning of the Targeted Public Distribution System and accountability of the functionaries in such system.
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ANNEX-I
ANNEXURE REFERRED TO IN REPLY TO PART (a) OF THE STARRED QUESTION NO. *529 DUE FOR ANSWER ON 11.04.2017 IN THE LOK SABHA
STATEMENT: COMPLAINTS ON TPDS RECEIVED IN THE DEPARTMENT FROM INDIVIDUALS, ORGANISATIONS & THROUGH

MEDIA REPORTS ETC FROM 2014 TO 2017 (upto 31.03.2017)

| S. No. | State/UT | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|
| 1 | Andhra Pradesh | 4 | 8 | 5 | 3 |
| 2 | Arunachal Pradesh | 1 | 1 | 0 | 0 |
| 3 | Assam | 5 | 34 | 32 | 5 |
| 4 | Bihar | 55 | 106 | 81 | 27 |
| 5 | Chhattisgarh | 3 | 6 | 9 | 1 |
| 6 | Delhi | 78 | 113 | 91 | 30 |
| 7 | Goa | 0 | 0 | 1 | 0 |
| 8 | Gujarat | 16 | 8 | 12 | 0 |
| 9 | Haryana | 26 | 35 | 34 | 11 |
| 10 | Himachal Pradesh | 0 | 4 | 5 | 1 |
| 11 | J&K | 0 | 5 | | |

3
1
12
Jharkhand
16
32
29
6
13
Karnataka
6
16
22
12
14
Kerala
1
16
22
8
15
Madhya Pradesh
7
17
24
4
16
Maharashtra
25
48
62
10
17
Manipur
1
6
4
0
18
Meghalaya
2
7
9
0
19
Mizoram
0
0
0
1
20
Nagaland
3
0
2
1
21
Orissa
8
22
43
4
22
Punjab
5
10
7
0
23
Rajasthan
31

33
59
13
24
Sikkim
0
0
0
0
25
Tamil Nadu
7
22
33
6
26
Telangana
0
10
1
2
27
Tripura
0
0
1
0
28
Uttarakhand
8
24
21
8
29
Uttar Pradesh
137
197
461
128
30
West Bengal
11
32
29
18
31
A&N Island
0
0
1
0
32
Chandigarh
3
6
2
0
33
D& N Haveli
1
0
1
0
34
Daman & Diu
0
0
0
0
35
Lakshadweep

0
0
0
0
36
Puducherry
0
0
0
0
TOTAL
460
818
1106
300
***
ANNEX-II
ANNEXURE REFERRED TO IN REPLY TO PART (a) OF THE STARRED QUESTION NO. *529 DUE FOR ANSWER ON 11.04.2017 IN THE LOK SABHA
Statement showing results of action taken by the State/UT Governments under relevant clauses of the PDS/TPDS (Control) Orders from January 2014 to December, 2016.
????P/??? ????m ???????? ???? ???? ???? ???? ?? ??, 2014 ?? ???????, 2016 ?? ????????? ??? ??? ??? ??? ?? ?? ?? ??? ?? (??? ??? ??? ???) ???? ?? ???????? ???? ?? ??????? ?? ?? ?? ? ?? ? ?? ?????? ? ????? ? ????? ? ????? ? ????? ? ? ??? ??? ??? ???? ??? ?? ?? ?? ?? ?? ?? ?? ??????? ???????? ???? ???? ???? ???? ???? ???? ???? ???? ???? ???? ???? ?? ?? (Compilation of information received from States/UTs by 31.12.2016)
(??????? 31.12.2016 ?? ????/??? ????? ?????? ?????? ? ???? ???? ???? ? ?????)
Sl.
No. ?.??.
Name of the State/UT ????/??? ????? ?????? ? ?? ? ?? ? ? ?
Year ???
Number of inspections ?? ?? ?????? ?? ?? ?????? ??
Number of raids conducted ???? ?? ???? ?? ?? ?????? ??
Number of persons arrested/
prosecuted/
convicted
???????? ??? ??? / ?????? ?? ???? ??/ ????????? /??????? ????? ????? ????? ????? ?? ?????? ??
Number of FPS
Licenses suspended/
Cancelled/
Show cause notices issued/FIR
Lodged
??? ??? ???
?????/??? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ????? ???????/ ???? ???? ?? ???? ????? ?? ?? ????/ ???? ?????? ??????? ??????? ??????? ??????? ??????? ??????? ??????? ??????? ????? ?? ?? ????? ?? ?? ?? ?? ??
1
Andhra Pradesh #
????? ?? ?? ?? ?? ?? ?? ??
2014
10702
2526
106
2529
2015
11803
2072
53
2534
2016
2889
832
0
0
2
Arunachal
Pradesh
??????? ????? ????? ????? ??? ??????
2014
*
*
*
*

2015
*
*
*
*
2016
*
*
*
*
3
Assam ???
2014
1318
306
00
95
2015
1352
849
00
124
2016
772
272
00
36
4
Bihar ??????
2014
*
*
*
*
2015
*
*
*
*
2016
*
*
*
*
5
Chhattisgarh ????? ?? ?
2014
5819
177
18
234
2015
4811
561
0
149
2016
*
*
*
*
6
Delhi ?????? ??
2014
1567
471
02
793
2015
1381
149

08
755
2016
306
2
0
6
7
Goa ?? ?
2014
357
27
00
57
2015
145
03
00
25
2016
417
10
00
20
8
Gujarat ??????
2014
8887
00
46
243
2015
6958
00
11
284
2016
4166
00
01
274
9
Haryana ???????
2014
0
0
0
0
2015
0
0
0
0
2016
1481
105
4
919
10
Himachal
Pradesh
??????? ????? ????? ?????????? ????? (Till Sep 2016)
2014
9635
00
00
08
2015
3138
00
00

325
2016
4322
00
00
1026
Sl. No. ?.??.
Name of the State/UT ????/??? ????? ?????? ? ?? ? ?? ? ? ?
Year ???
Number of inspections ?? ?? ?????? ?? ?? ?????? ??
Number of raids conducted ???? ?? ???? ?? ?? ?????? ??
Number of persons arrested/ prosecuted/ convicted ???????? ??? ??? / ?????? ?? ???? ??/ ????????? /??????? ????? ????? ????? ????? ?? ?????? ??
Number of FPS Licenses suspended/ Cancelled/ Show cause notices issued/FIR Lodged ??? ??? ??? ?????/??? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ????? ???????/ ???? ???? ?? ???? ????? ?? ?? ????/ ???? ?????? ??????? ??????? ??????? ??????? ??????? ??????? ??????? ??????? ??????? ????? ?? ?? ????? ?? ?? ?? ?? ??
11
Jammu & Kashmir
?
???-????? ??? ???
2014
*
*
*
*
2015
*
*
*
*
2016
*
*
*
*
12
Jharkhand ??????
2014
290
3
36
36
2015
417
4
9
66
2016
438
18
32
107
13
Karnataka ??????
2014
39239
424
196
263
2015
61078
614
145
520
2016
29620
372
33
202
14
Kerala ????

2014
92638
22427
02
115
2015
78505
18269
33
108
2016
85047
22431
08
103
15
Madhya Pradesh
?
?????? ???? ????
2014
*
*
*
*
2015
*
*
*
*
2016
*
*
*
*
16
Maharashtra ???????
2014
102386
2004
54
722
2015
103820
7490
101
891
2016
*
*
*
*
17
Manipur ????? ??
2014
60
29
00
00
2015
54
20
00
00
2016
06
03
00
00
18
Meghalaya ?????? ??
2014

681
34
00
04
2015
546
13
00
00
2016 (April to August 2016)
222
1
00
00
19
Mizoram ????? ??? ??
2014
242
147
00
00
2015
166
103
02
00
2016
*
*
*
*
20
Nagaland ????????
2014
270
00
00
00
2015
221
00
00
00
2016
76
12
3
2
21
Odisha ?????
2014
*
*
*
*
2015
*
*
*
*
2016
*
*
*
*
22
Punjab ?????
2014
56355
1949
02

1657
2015
57422
1453
02
1451
2016
*
*
*
*
23
Rajasthan ????????
2014
*
*
*
*
2015
*
*
*
*
2016
*
*
*
*
24
Sikkim ???????
2014
00
00
00
00
2015
518
55
00
00
2016(Till August)
820
119
00
00
Sl. No. ?.??.
Name of the State/UT ????/??? ????? ?????? ? ?? ? ?? ? ? ?
Year ???
Number of inspections ?? ?? ?????? ?? ?? ?????? ??
Number of raids conducted ???? ?? ???? ?? ?? ?????? ??
Number of persons arrested/ prosecuted/ convicted ???????? ??? ??? / ?????? ?? ???? ??/ ????????? /??????? ????? ????? ????? ????? ?? ?????? ??
Number of FPS Licenses suspended/ Cancelled/ Show cause notices issued/FIR Lodged ??? ??? ??? ?????/??? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ???? ?? ????? ???????/ ???? ???? ?? ???? ????? ?? ?? ????/ ???? ?????? ??????? ??????? ??????? ??????? ??????? ??????? ??????? ????? ?? ?? ????? ?? ?? ?? ?? ??
25
Tamil Nadu ?????? ???
2014
218293
8949
53
00
2015
180520
7700
25
00
2016
149702
15821
7718

00
26
Tripura ??????? ????????
2014
9843
403
20
431
2015
11249
363
02
340
2016
8743
650
00
07
27
Uttarakhand ???????? ?????? ?????? ?????? ????????????
2014
2236
00
01
15
2015
*
*
*
*
2016
*
*
*
*
28
Uttar Pradesh
?
???? ??? ??? ??? ???
2014
30791
00
1158
7295
2015
45376
00
1009
6665
2016
62322
6961
887
6545
29
West Bengal ?. ?????
2014
22769
75
01
1401
2015
7680
52
00
462
2016
19619
233
1
41

30
A&N Islands ?????? ?? ?? ?? ??? ?? ????? ????? ????? ??? ???
2014
245
00
00
06
2015
369
00
00
15
2016
*
*
*
*
31
Chandigarh ????? ?? ?
2014
761
16
07
10
2015
410
15
09
04
2016
0
0
1
0
32
D&N Haveli
????? ?? ?? ?? ? ????? ??
2014
06
02
00
00
2015
10
01
00
00
2016
*
*
*
*
33
Daman & Diu ??? ?? ?? ???
2014
00
00
00
00
2015
00
00
00
00
2016
*
*
*
*
34
Lakshadweep ??????? ????

2014
00
00
00
00
2015
00
00
00
00
2016
*
*
*
*
35
Puducherry ?????????? ??????? ??????? ??????? ???????
2014
2206
670
13
0
2015*
2805
913
0
7
2016 (up to June"16)
1377
634
0
2
Total ?? ?
2014
617596
40639
1715
15914
2015
580754
40699
1409
14725
2016
372345
48476
8688
9290
Grand Total (???? ?? ? )= 2014+2015+2016
1570695
129814
11812
39929
# include information in respect of Telangana also.
* Information not provided ????? ??? ??? ??? ??? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ?? ???? ???? ???
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